



# COVID-19 Technology Response System

## Weekly Update

September 4, 2020

Welcome to the first Weekly Update for the COVID-19 Technology Response System.

The Department of Health and Senior Services (DHSS) offers a comprehensive and interoperable suite of software to empower public health agencies and give them all the tools they need to respond to COVID-19.

Each week we will provide information about new features, resources, upcoming releases, and other important information about the three tools that make up the Technology Response System: Electronic COVID-19 Case Reporting, EpiTrax and MO ACTS.

Check out the updated intranet sites here:

- [Electronic COVID-19 Case Reporting](#)
- [EpiTrax](#)
- [MO ACTS](#)

### NEW Help Desk Ticketing System

The COVID-19 Technology Response System Help Desk has gone digital!

[Submit a ticket here](#) for the most rapid resolution to your query.

Email and phone (answered 8am to 8pm, Monday through Friday) options are still available.

You can reach the Help Desk through the online ticketing system,  
at [epitrax@health.mo.gov](mailto:epitrax@health.mo.gov) or (573) 526-9533.

Issue Description	
Date:	09-04-2020  Today MM-DD-YY
* must provide value	
Which system are you needing assistance?	<input type="text"/>
* must provide value	
What type of issue are you having?	<input type="checkbox"/> Need Account
	<input type="checkbox"/> Account Locked
	<input type="checkbox"/> Password Reset
	<input type="checkbox"/> Browser Issue (e.g. Using Internet Explorer instead of Chrome)
	<input type="checkbox"/> Can't find person in data system(s)
	<input type="checkbox"/> Need training - unsure how to use system
	<input type="checkbox"/> Jurisdiction Issue
	<input type="checkbox"/> Other

## Question of the Week:

### There is a case assigned to the wrong jurisdiction in EpiTrax, how do I change it?

- 1) If your jurisdiction is currently assigned the case and you need it to go somewhere else, you can re-assign the case by following the process in our [Re-Routing Cases in EpiTrax guide](#).
- 2) If your agency is aware of a case incorrectly assigned in another jurisdiction that should be assigned to your jurisdiction, you will not be able to make the change. Send an email to [ETCaseReassign@health.mo.gov](mailto:ETCaseReassign@health.mo.gov) with the record number, where the case is currently assigned and to which jurisdiction it should be reassigned, or contact the county where the case is currently assigned and request that it be re-assigned using the same process in the [Re-Routing Cases in EpiTrax guide](#).
- 3) If you find that a specific zip code is not assigning to the appropriate jurisdiction on a consistent basis, please e-mail BRDI support at: [DHSS.BRDIETraxSupport@health.mo.gov](mailto:DHSS.BRDIETraxSupport@health.mo.gov)
- 4) Similarly, new guidance has been posted for when *case contacts* need to be reassigned. Check out the [Routing Contacts in EpiTrax guide](#).  
Remember: Data in MO ACTS will only be as accurate as what is entered in EpiTrax!

## Electronic COVID-19 Case Reporting Updates:

A [new user guide](#) with instructions for each form field is now available along with an FAQ guidance. Look for changes to the system in the next few days as the team works to make reporting COVID-19 cases easier and more efficient.

## EpiTrax Updates:

If you need guidance on entering investigation or contact information, or you have questions about the workflow process in EpiTrax, we have a few new resources for you:

- A hands on training that will give you an opportunity to explore the EpiTrax system with experts on hand to help you familiarize yourself with the system, answer your questions, and provide guidance for best practices. You can find a calendar of these trainings and sign up on the [EpiTrax site](#).
- A [guided simulation](#) that will walk you through how to find a case, accept and assign an investigator, enter investigation and contact information, and close the case using a [training scenario](#).

## MO ACTS Updates:

New Training Support Resources are here! Before being granted access in MO ACTS, you are required to complete either a self-guided or instructor-led training journey.

Not sure which is right for you? Check out our guidance below based on what category best fits you!

1. **I'm super tech savvy:** Complete the [Self-Paced Training](#) and [Self-Paced Login](#).  
(Note: Login credentials will be sent after the Self-Paced Training is completed)
2. **I'm pretty good with technology:** Complete the [Self-Paced Training](#), consider signing up for a [Practice Session](#), and register for a [Guided Login Session](#).
3. **Technology really isn't my thing:** Join us for an [Instructor-Led Training Session](#), optional [Practice Session](#), and sign up for a [Guided Login Session](#).